

## ATTACHMENT 1

## LSOG 4

CLECAMS02-019	02-05-2002	ADDITIONAL MODIFICATIONS TO LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSIONS 04.01 AND 04.02
CLECAMS02-020	02-05-2002	REVISED CORRECTIONS TO THE LOCAL SERVICE PRE-ORDERING GUIDELINES VERSION 04.01 AS A RESULT OF CLEC WALK-THROUGH ISSUES
CLECAMS02-029	02-19-2002	UPDATES TO EDI DOCUMENTATION FOR PRE-ORDER VERSIONS 4.00 AND 4.01 AND ORDER VERSIONS 4.01 AND 4.02 DUE TO CLEC COMMENTS AND LSOR/LSPOR SYNC-UP
CLECAMS02-030	02-20-2002	RESULTS OF CLEC WALK-THROUGH OF MODIFICATIONS TO LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSIONS 04.01 AND 04.02
CLECAMS02-036	02-28-2002	PROPOSED MODIFICATIONS TO LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSIONS 04.01 AND 04.02
CLECAMS02-041	03-07-2002	RESULTS OF CLEC WALK-THROUGH OF PROPOSED MODIFICATIONS TO LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSIONS 04.01 AND 04.02
CLECAMS02-048	03-21-2002	UPDATES TO VERSION 5.00/4.01/4.02 EDI DOCUMENTATION ON THE EDI/CORBA WEBSITE
CLECAMS02-050	03-28-2002	UPDATES TO PRE-ORDER CSI RESPONSE FOR EDI AND CORBA VERSIONS 4.00 AND 4.01
CLECAMS02-051	03-28-2002	UPDATES TO THE LOCAL SERVICE PRE-ORDERING GUIDELINES VERSION 04.01
CLECAMS02-052	03-28-2002	INVITATION TO CLEC WALK-THROUGH OF UPDATE TO ACCESSIBLE LETTER CLECAMS02-041
CLECAMS02-058	04-10-2002	RESULTS OF CLEC WALK-THROUGH OF MODIFICATIONS TO LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSIONS 04.01 AND 04.02
CLECAMS02-060	04-17-2002	UPDATES TO THE LOCAL SERVICE PRE-ORDERING GUIDELINES VERSION 04.01 AS A RESULT OF THE APRIL 3, 2002 WALKTHROUGH
CLECAMS02-063	05-01-2002	RESULTS OF CLEC WALK-THROUGH OF MODIFICATIONS TO THE LOCAL SERVICE PRE-ORDERING REQUIREMENTS (LSPOR) VERSION 4.1
CLECAMS02-064	05-01-2002	INVITATION TO CLEC WALK-THROUGH OF UPDATE TO LSOR ACCESSIBLE LETTER CLECAMS02-058
CLECAMS02-065	05-01-2002	INVITATION TO WALK-THROUGH ON PROPOSED UPDATES TO EDI DOCUMENTATION FOR VERSIONS 4.01 AND 4.02
CLECAMS02-067	05-06-2002	RESULTS OF CLEC WALK-THROUGH OF PROPOSED UPDATES TO EDI DOCUMENTATION FOR VERSIONS 4.01 AND 4.02
CLECAMS02-068	05-13-2002	RESULTS OF CLEC WALK-THROUGH OF LSOR ACCESSIBLE LETTER
CLECAMS02-070	05-23-2002	RE-SEND OF UPDATES TO PRE-ORDER CSI RESPONSE FOR EDI AND CORBA VERSIONS 4.00 AND 4.01, AS A RESULT OF THE APRIL 3, 2002 WALK-THROUGH
CLECAMS02-071	06-03-2002	PROPOSED UPDATES TO LSOR 4.01 AND 4.02
CLECAMS02-072	06-03-2002	PROPOSED UPDATES TO LSPOR VERSION 4.01
CLECAMS02-074	06-14-2002	RESULTS OF CLEC WALK-THROUGH OF LSOR ACCESSIBLE LETTER CLECAMS02-071
CLECAMS02-080	07-02-2002	PROPOSED UPDATES TO LSPOR VERSION 04.01
CLECAMS02-079	07-02-2002	PROPOSED UPDATES TO LOCAL SERVICE ORDERING REQUIREMENTS (LSOR)VERSIONS 04.01 AND 04.02 AND EDI DOCUMENTATION
CLECAMS02-083	07-11-2002	FINAL REQUIREMENTS FOR ENHANCED VERIGATE SUPPORTING LSPOR VERSION 05.01 SCHEDULED FOR AUGUST 3, 2002
CLECAMS02-085	07-17-2002	UPDATES TO LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSIONS 04.01 AND 04.02
CLECAMS02-092	07-31-2002	PROPOSED UPDATES TO LOCAL SERVICE PRE-ORDERING REQUIREMENTS (LSPOR) VERSION 4.01
CLECAMS02-094	07-31-2002	PROPOSED UPDATES TO LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSION 04.02
CLECAMS02-096	08-02-2002	RESULTS OF CLEC WALK-THROUGH OF PROPOSED UPDATES TO LOCAL SERVICE PRE-ORDERING REQUIREMENTS (LSPOR) VERSION 04.01
CLECAMS02-101	08-30-2002	PROPOSED UPDATES TO LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSION 04.02
CLECAMS02-102	08-30-2002	PROPOSED UPDATES TO LOCAL SERVICE PRE ORDERING REQUIREMENTS (LSPOR) VERSION 04.01
CLECAMS02-103	09-11-2002	RESULTS OF CLEC WALK-THROUGH OF ACCESSIBLE LETTER CLECAMS02-101
CLECAMS02-108	09-26-2002	RETURN OF HUNT NUMBER (HNUM) IN LSOR 4.XX FIRM ORDER CONFIRMATION (FOC) AND PROVIDER INITIATED ACTIVITY (PIA) RESPONSES
CLECAMS02-110	10-01-2002	PROPOSED UPDATE TO LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSION 04.02
CLECAMS02-112	10-03-2002	RETRACTION OF CLECAMS02-108 ON RETURN OF HUNT NUMBER (HNUM) IN LSOR 4.XX FIRM ORDER CONFIRMATION (FOC) AND PROVIDER INITIATED ACTIVITY (PIA) RESPONSES
CLECAMS02-116	10-14-2002	RESULTS OF CLEC WALK-THROUGH OF ACCESSIBLE LETTER CLECAMS02-110
CLECAMS02-118	10-21-2002	PROPOSED UPDATES TO LOCAL SERVICE PRE-ORDERING REQUIREMENTS (LSPOR) VERSION 04.01
CLECAMS02-119	10-24-2002	RETURN OF HUNT NUMBER (HNUM) IN LSOR 4.XX FIRM ORDER CONFIRMATION (FOC) AND PROVIDER INITIATED ACTIVITY (PIA) RESPONSES

CLECAMS02-121	10-31-2002	PROPOSED MODIFICATIONS TO LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSION 04.02
CLECAMS02-133	12-31-2002	Proposed Modifications to Local Service Pre-Ordering Requirements (LSPOR) Version 04.01 – Sequence #04.02.01, and to Local Service Ordering Requirements (LSOR) Version 04.02 – Sequence #04.02.02
CLECAMS03-002	01-14-2003	RESULTS OF CLEC WALKTHROUGH OF PROPOSED MODIFICATIONS TO LOCAL SERVICE PRE-ORDERING REQUIREMENTS (LSPOR) VERSION 04.01 AND TO LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSION 04.02
CLECAMS03-004	01-23-2003	MODIFICATION TO THE LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSION 04.02 AS A RESULT OF THE IMPLEMENTATION OF FIX FOR DR59909
CLECAMS03-010	01-31-2003	PROPOSED MODIFICATIONS TO LOCAL SERVICE PRE-ORDERING REQUIREMENTS (LSPOR) VERSION 04.01, AND TO LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSION 04.02

## LSOG5

CLECAMS02-021	02-07-2002	INITIAL REQUIREMENTS FOR ENHANCED VERIGATE SUPPORTING THE LSPOR VERSION 05.00 RELEASE SCHEDULED FOR MARCH 9, 2002
CLECAMS02-024	02-12-2002	FINAL REQUIREMENTS FOR ENHANCED VERIGATE SUPPORTING THE LSPOR VERSION 05.00 RELEASE SCHEDULED FOR MARCH 9, 2002
CLECAMS02-035	02-28-2002	ENHANCED VERIGATE SUPPORTING THE LSPOR VERSION 05.00 RESCHEDULED FOR APRIL 20, 2002
CLECAMS02-037	03-01-2002	RE-SCHEDULE OF PLAN OF RECORD RELEASE ? UNIFORM AND ENHANCED OSS POR FOR THE EDI/LSR ORDERING VERSION 05.00
CLECAMS02-038	03-01-2002	RE-SCHEDULE OF PLAN OF RECORD RELEASE ? UNIFORM AND ENHANCED OSS POR (OPERATION SUPPORT SYSTEMS PLAN OF RECORD) FOR THE EDI/CORBA PRE-ORDERING VERSION 05.00
CLECAMS02-048	03-21-2002	UPDATES TO VERSION 5.00/4.01/4.02 EDI DOCUMENTATION ON THE EDI/CORBA WEBSITE
CLECALLS02-029	03-15-2002	UPDATE TO THE ENHANCED LEX USER GUIDE, VERSION 5.0
CLECALLS02-032	03-20-2002	UPDATE TO THE ENHANCED VERIGATE USER GUIDE SUPPORTING LSOG 5
CLECALLS02-033	03-21-2002	UPDATED FINAL REQUIREMENTS FOR THE UNIFORM AND ENHANCED OSS POR FOR EDI/CORBA PRE-ORDERING AND ORDERING FOR VERSION 05.00 LSPOR AND LSOR
CLECALLS02-037	03-28-2002	UNIFORM AND ENHANCED OSS POR FOR EDI/CORBA PRE-ORDERING AND ORDERING FOR VERSION 05.00 LSPOR AND LSOR
CLECALLS02-042	04-16-2002	FINAL REQUIREMENTS FOR THE UNIFORM AND ENHANCED OSS POR FOR EDI/CORBA PRE-ORDERING AND ORDERING FOR VERSION 05.01 IN SOUTHERN NEW ENGLAND TELEPHONE AND FINAL REQUIREMENTS FOR AMERITECH, PACIFIC BELL AND SOUTHWESTERN BELL FOR THE LSPOR AND LSOR
CLECALLS02-043	04-16-2002	UPDATES TO PRE-ORDER CSI RESPONSE FOR EDI AND CORBA VERSIONS 4.00 AND 4.01, AS A RESULT OF THE APRIL 3, 2002 WALK-THROUGH
CLECALLS02-046	05-01-2002	INVITATION TO WALK-THROUGH OF PROPOSED UPDATE TO LOSS NOTIFICATION EDI DOCUMENTATION FOR VERSIONS 5.0
CLECALLS02-048	05-06-2002	RESULTS OF CLEC WALK-THROUGH OF PROPOSED UPDATE TO LOSS NOTIFICATION EDI DOCUMENTATION FOR VERSIONS 5.0
CLECALLS02-050	05-14-2002	INITIAL REQUIREMENTS FOR LEX, VERSION 05.01, SCHEDULED FOR AUGUST 3, 2002
CLECALLS02-055	05-28-2002	EXCEPTION REQUEST FOR UPDATE TO THE FINAL REQUIREMENTS FOR THE UNIFORM AND ENHANCED OSS POR FOR EDI/CORBA PRE-ORDERING AND ORDERING FOR VERSION 05.01 IN SBC SOUTHERN NEW ENGLAND TELEPHONE AND FINAL REQUIREMENTS FOR SBC AMERITECH, SBC PACIFIC BELL/NEVADA
CLECALLS02-056	05-28-2002	UPDATES TO THE LSPOR AND LSOR VERSION 05.00 AS A RESULT OF CLEC TESTING AND COMMENTS
CLECALLS02-060	06-03-2002	FINAL REQUIREMENTS FOR LEX, VERSION 05.01, SCHEDULED FOR AUGUST 3, 2002
CLECALLS02-061	06-03-2002	RELEASE ANNOUNCEMENT FOR EDI/CORBA PRE-ORDERING, EDI/LSR ORDERING LSPOR/LSOR VERSION 05.02 SCHEDULED FOR NOVEMBER 9, 2002
CLECALLS02-063	06-12-2002	UPDATES TO THE LSPOR AND LSOR VERSION 05.00 AS A RESULT OF MAY 30, 2002 CLEC WALKTHROUGH
CLECALLS02-064	06-12-2002	UPDATE TO THE FINAL REQUIREMENTS FOR THE UNIFORM AND ENHANCED OSS PLAN OF RECORD FOR EDI/CORBA PRE-ORDERING AND ORDERING FOR VERSION 05.01 IN SBC SOUTHERN NEW ENGLAND TELEPHONE AND FINAL REQUIREMENTS FOR SBC AMERITECH, SBC PACIFIC BELL/NEVADA BELL AND SB
CLECALLS02-065	06-14-2002	INITIAL REQUIREMENTS FOR EDI/CORBA PRE-ORDERING/LSPOR, EDI/LSR ORDERING/LSOR VERSION 05.02 SCHEDULED FOR NOVEMBER 9, 2002
CLECALLS02-069	06-26-2002	UPDATE TO THE LEX USER GUIDE, VERSION 5.01
CLECALLS02-075	07-12-2002	EXCEPTION REQUEST FOR UPDATE TO THE FINAL REQUIREMENTS FOR THE UNIFORM AND ENHANCED OSS POR FOR EDI/CORBA PRE-ORDERING AND ORDERING FOR VERSION 05.01 IN SBC SOUTHERN NEW ENGLAND TELEPHONE

CLECALLS02-076	07-12-2002	AND FINAL REQUIREMENTS FOR SBC AMERITECH, SBC PACIFIC BELL/NEVADA PROPOSED UPDATES TO THE LSPOR AND LSOR VERSION 05.00 AS A RESULT OF CLEC TESTING AND COMMENTS
CLECALLS02-080	07-22-2002	FINAL REQUIREMENTS FOR EDI/CORBA PRE-ORDERING/LSPOR, EDI/LSR ORDERING/LSOR VERSION 05.02 SCHEDULED FOR NOVEMBER 9, 2002
CLECALLS02-086	07-30-2002	UPDATED FINAL REQUIREMENTS FOR EDI/CORBA PRE-ORDERING/LSPOR, EDI/LSR ORDERING/LSOR VERSION 05.02 SCHEDULED FOR NOVEMBER 9, 2002 FROM JULY 24, 2002 WALK-THROUGH
CLECAM02-109	09-27-2002	UPPER/LOWER CASE ON DIRECTORY LISTING (DL) FORM AND DIRECTORY SERVICE REQUEST (DSR) FORM FOR ALL APPLICABLE REQ TYPES
CLECALLS02-104	09-11-2002	INITIAL REQUIREMENTS FOR LEX, VERSION 5.02, SCHEDULED FOR NOVEMBER 9, 2002
CLECALLS02-105	09-13-2002	PROPOSED UPDATES TO THE LOCAL SERVICE PRE-ORDERING REQUIREMENTS (LSPOR) VERSION 05.00 & 05.01, AND LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSION 05.01 AS A RESULT OF CLEC TESTING AND COMMENTS
CLECALLS02-106	09-13-2002	EXCEPTION REQUEST FOR UPDATES TO FINAL REQUIREMENTS FOR EDI/CORBA PRE-ORDERING/LSPOR AND EDI/LSR ORDERING/LSOR VERSION 05.02 SCHEDULED FOR NOVEMBER 9, 2002
CLECALLS02-108	09-19-2002	RELEASE ANNOUNCEMENT FOR EDI/CORBA PRE-ORDERING, EDI/LSR ORDERING LSPOR/LSOR VERSION 05.03 SCHEDULED FOR MARCH 15, 2003
CLECALLS02-113	09-23-2002	RESULTS OF CLEC WALK-THROUGH OF ACCESSIBLE LETTER CLECALLS02-105
CLECALLS02-114	09-23-2002	RESULTS OF CLEC WALK-THROUGH OF ACCESSIBLE LETTER CLECALLS02-106
CLECALLS02-116	09-24-2002	FINAL REQUIREMENTS FOR LEX, VERSION 5.02, SCHEDULED FOR NOVEMBER 9, 2002
CLECALLS02-120	10-04-2002	EXCEPTION REQUEST FOR THE REVISED FINAL ACCESSIBLE LETTER FOR LSPOR AND LSOR VERSION 05.01 AND 05.02
CLECALLS02-122	10-04-2002	INITIAL REQUIREMENTS FOR VERSION 05.03 OF THE LSOR AND LSPOR
CLECALLS02-123	10-07-2002	CORRECTION TO ACCESSIBLE LETTER CLECALLS02-120 (EXCEPTION REQUEST FOR THE REVISED FINAL ACCESSIBLE LETTER FOR LSPOR AND LSOR VERSION 05.01 AND 05.02)
CLECALLS02-127	10-11-2002	RESULTS OF CLEC WALK-THROUGH OF ACCESSIBLE LETTER CLECALLS02-123 FOR LSPOR AND LSOR VERSIONS 05.01 AND 05.02
CLECALLS02-129	10-11-2002	ELECTRONIC DATA INTERCHANGE (EDI) MAPPING CHANGE FOR EDI AND LSOR VERSIONS 05.00, 05.01 AND 05.02 FOR RESALE PRIVATE LINE
CLECALLS02-130	10-15-2002	FINAL REQUIREMENTS FOR ENHANCED VERIGATE SUPPORTING THE LOCAL SERVICE PRE-ORDERING REQUIREMENTS (LSPOR) VERSION 05.02 SCHEDULED FOR NOVEMBER 9, 2002
CLECALLS02-131	10-17-2002	CORRECTION FOR UPDATE TO THE LOCAL SERVICE REQUEST EXCHANGE (LEX) EXTRACT FILE AND DOCUMENTATION ? VERSION 05.02
CLECALLS02-141	11-15-2002	FINAL REQUIREMENTS FOR VERSION 05.03 OF THE LSOR AND LSPOR
CLECALLS02-145	11-22-2002	PROPOSED UPDATES TO THE LOCAL SERVICE PRE-ORDERING REQUIREMENTS (LSPOR) AND LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSIONS 05.01 & 05.02 ? SEQUENCE #05.01.01 AND #05.02.01
CLECALLS02-149	12-09-2002	RESULTS OF CLEC WALK-THROUGH OF ACCESSIBLE LETTER CLECALLS02-145 FOR LOCAL SERVICE PRE-ORDERING REQUIREMENTS (LSPOR) 5.01.01/5.02.01 AND LOCAL SERVICE ORDERING REQUIREMENTS (LSOR) VERSIONS 05.01.02 & 05.02.02
CLECALLS03-006	01-20-2003	EXCEPTION TO THE FINAL REQUIREMENTS FOR VERSION 05.03 OF THE LSPOR AND LSOR AND VERSION 05.02 LSOR
CLECALLS03-009	01-21-2003	CORRECTION TO ACCESSIBLE LETTER CLECALLS03-006 (EXCEPTION TO THE FINAL REQUIREMENTS FOR VERSION 05.03 OF THE LSPOR AND LSOR AND VERSION 05.02 LSOR)
CLECALLS03-013	01-29-2003	RESULTS OF CLEC WALKTHROUGH OF CLECALLS03-009 AND CLECALLS03-006 (EXCEPTION TO THE FINAL REQUIREMENTS FOR VERSION 05.03 OF THE LSPOR AND LSOR AND VERSION 05.02 LSOR)

## ATTACHMENT 2

## OSS Documentation Deficiencies Recorded in Exceptions and Observations

<i>Category</i>	<b>Exceptions</b>					<i>Issue Description</i>
	<i>Number</i>	<i>Date Issued</i>	<i>Tests Involved</i>	<i>Applicable States</i>		
	15	11/15/2001	TVV1	Michigan		Ameritech EDI systems did not successfully process a Loop Migration service order when populated according to published Ameritech documentation.
<i>Category</i>	<b>Observations</b>					<i>Issue Description</i>
	<i>Number</i>	<i>Date Issued</i>	<i>Tests Involved</i>	<i>Applicable States</i>		
	2	4/4/2001	TVV1	Michigan		Ameritech's ESOG (Electronic Service Ordering Guidelines) documentation is unclear.
	3	4/4/2001	TVV1	Michigan		EDI mapping examples are not provided for 3/24/01 Release (Release 4.0).
	4	4/4/2001	TVV1	Michigan		Specifications related to EDI X12 Version for Pre-Order and Order transactions are unclear.
	5	4/4/2001	TVV1	Michigan		Ameritech's use of the acronyms LSPOR and LSOR is unclear.
	6	4/4/2001	TVV1	Michigan		There is conflicting information regarding support of Interactive (IA)
	7	4/4/2001	TVV1	Michigan		Conflicting information has been provided about the status of the Ameritech requirements documentation provided on the CLEC web site. The requirements have been described in two states of completion: Draft and Final; specifically the LSPOR, LSOR, and sef files (EDI data dictionaries).
	8	4/25/2001	TVV1	Michigan		KPMG Consulting has experienced difficulties in obtaining complete USOC information through a variety of Ameritech documentation channels including their website and USOC CD-ROM.
	10	5/15/2001	TVV2	Michigan, Illinois, Indiana, Ohio, Wisconsin		KPMG Consulting has observed inconsistencies between Ameritech's Local Service Ordering Requirements (LSOR) business rules and their Flow Through and Exceptions documentation, specifically regarding the "conversion as is" transaction for Combined Platform Offering (CPO).

11	5/17/2001	TVV1, PPR2	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech continues to refer the Test CLEC to the ESOG (Electronic Service Ordering Guidelines) for requested information pertaining the March 2001 release, supporting the implementation of LSOG4.
12	5/17/2001	TVV1, PPR3	Michigan, Illinois, Indiana, Ohio, Wisconsin	Conflicting information as to the roles and responsibilities of the AIT Information Systems Service Center (ISC) and OSS Support Manager have been communicated to the Test CLEC implementation team in reference to Interactive Agent (IA) and connectivity support.
13	5/17/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	A lack of structured process definition for the exchange of trading partner information and application testing information has impeded the Interactive Agent (IA) implementation process.
14	5/17/2001	PPR4	Michigan	The EDI Training session (titled EDI Seminar), attended by the Test CLEC, was specific to Southwestern Bell and PACIFIC*BELL and did not support discussion of requirements specific to Ameritech.
17	5/30/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC is unable to determine the necessary EDI identifiers (EDI enveloping values) and their appropriate use within the Ameritech environment.
20	6/6/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC cannot determine, from Ameritech (AIT) documentation, how to "convert" or "move" Loop orders using Local Service Requests
21	6/11/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Unexpected and unannounced modifications to Ameritech's testing interface functionality resulted in the Test CLEC's inability to complete scheduled implementation activities and required the Test CLEC to make unplanned interface modifications.
22	6/11/2001	TVV1, PPR1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Conflicting information regarding the availability of new software releases for testing purposes was provided to the Test CLEC.
34	6/29/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Unclear LSPOR 4.00 documentation regarding Ameritech's implementation of the Interface Definition Language (IDL) CORBA standard may result in confusion regarding the mapping of LSPOR data fields to the associated target CORBA fields.
49	7/19/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech is not compliant with EDI ASC (American Standards Committee) X12 Standards by deviating from the min/max character length requirements for the 'MEA' segment and '07' element position (MEA07) for pre-order Loop Qualification transactions.

50	7/19/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Functional Acknowledgments (997s) are not being received by the Test CLEC in a consistent and timely manner after EDI order transactions have been submitted to Ameritech.
51	7/19/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	In the SBC "Competitive Local Exchange Carrier (CLEC) Operations Support System Interconnection Procedures," dated March 24, 2001, the EDI transport options for Pre-Order are unclear. ( <a href="https://clec.sbc.com/hb/filelist/docs/010614-092320/OSS%20Interconnection%20Procedures.doc">https://clec.sbc.com/hb/filelist/docs/010614-092320/OSS%20Interconnection%20Procedures.doc</a> )
52	7/19/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Data being sent in the Functional Group Header Element (GS05 Time) is inconsistent with Ameritech published documentation pertaining to the receipt of data in the Functional Group Header Element (GS05) for
53	7/19/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Data that populates the 'ORD' field (Order Number) is being returned in an EDI REF segment different than the EDI REF segment specified in the Ameritech LSOR documentation (V4.00 release) for Firm Order Confirmations (FOCs).
61	8/1/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC is receiving Interactive Agent (IA) Basic Receipts from Ameritech that are inconsistent in format and length depending on the type of transaction being receipted (Order or Pre-Order EDI transactions).
62	8/1/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Multiple fields are being returned, via EDI, to the Test CLEC in the Pre-Order Loop Pre-Qualification Response that are documented as "not applicable" to this transaction response (855) per section 8.1.3.2 of the Local Service Pre-Ordering Requirements (LSPOR).
65	8/9/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech is returning data in the VER (version) field for 865 FOCs (Firm Order Confirmation) on Supplemental Purchase Orders (860) that does not match the data expected to be received by the Test CLEC, and is contrary to Ameritech Local Service Ordering Requirements (LSOR) business rules.
68	8/15/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Documentation does not exist to correlate each preorder scenario listed within the Local Service Pre-Ordering Requirements, 4.00, Revised, FINAL Guide (LSPOR 4.00 Guide) with a CORBA Interface Definition Language (IDL) interface method.
91	9/20/2001	TVV1	Michigan	Ameritech's LEXWeb GUI system did not successfully process a service order when the ROOM field on the End User (EU) form was populated according to Ameritech documentation.



93	9/26/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned an EDI Customer Service Inquiry Response (CSI 855) that cannot be processed by the Test CLEC due to an EDI data structure that is in violation of the Accredited Standards Committee (ASC) EDI X12 Standards.
94	9/26/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned an EDI Customer Service Inquiry Response (CSI 855) that cannot be processed by the Test CLEC due to EDI data structure that is in violation of the Accredited Standards Committee (ASC) EDI X12 Standards.
96	9/26/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned a Firm Order Confirmation, via EDI, confirming an original order (850) using the EDI X12 865 transaction set. Ameritech documentation states that the 865 transaction set will be used only to respond to supplemental orders (860) or to provide notification of service order provisioning completion (SOC).
97	9/26/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned a pre-order Customer Service Inquiry Response (855 CSI), via EDI, that cannot be processed by the Test CLEC due to an EDI data value that is in violation of the Accredited Standards Committee (ASC) EDI X12 Standards.
98	9/26/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned a Firm Order Confirmation (865), via EDI that cannot be processed by the Test CLEC due to an EDI data structure that is in violation of the Accredited Standards Committee (ASC) EDI X12 Standards.
99	9/26/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned a Customer Service Inquiry Response and Customer Service Inquiry Listings Response (855), via EDI that cannot be processed by the Test CLEC due to the fact that the EDI data structure is in violation of the American Standards Committee (ASC) EDI X12 Standards. The Test-CLEC received 855 EDI responses containing an N1 segment that, while described as a component of the EDI SLN loop per Ameritech published mapping examples, was returned outside of that loop. The errors occurred in the Ameritech production environment.
100	9/26/2001	TVV1	Michigan	Documentation on the use of the 900/976 Call Blocking (RTV1N) Feature Code could not be found on the Ameritech CLEC Online website.

106	10/3/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech failed to return a pre-order EDI NC/NCI Inquiry Response (855) in response to a pre-order NC/NCI Inquiry (850) that was submitted by the Test CLEC. Ameritech personnel stated that, due to the size of the NC/NCI response, the amount of time needed for their backend systems to generate the file exceeded the length of time that associated delivery applications are configured to wait for the file and a "time-out" situation occurred.
119	10/23/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC has observed unclear documentation and inconsistent EDI processing relating to Unbundled Network Elements (UNE) Loop service requests in the Joint Test Environment.
128	10/31/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned a Firm Order Confirmation (855) that cannot be processed by the Test CLEC due to EDI data structure that is in violation of the EDI ASC (American Standards Committee) X12 Standards.
129	10/31/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech is returning data in the VER (version) field within the Firm Order Confirmation (FOC) that does not match the data expected to be received by the Test CLEC and is contrary to Ameritech business rules, as stated in the Local Service Ordering Requirements (LSOR) for Release Version 4.01.
131	10/31/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Unannounced modifications to Ameritech's pre-order EDI Interface, resulted in the Test CLEC's inability to process pre-order responses for both production and test transactions.
133	11/1/2001	TVV1	Michigan	Ameritech EDI systems inconsistently processed Loop service orders when the Network Channel Code (NC) and Network Channel Interface Code (NCI) fields were populated according to Ameritech documentation.
143	11/8/2001	TVV1	Michigan, Illinois, Ohio, Wisconsin	The Test CLEC has observed conflicting documentation regarding the placement of the CTX Field Identifier (FID) on Centrex service orders.
146	11/15/2001	TVV1	Michigan	The Test CLEC received information from Ameritech which conflicts with the available documentation regarding valid submission methods for Enhanced Extended Loop (EEL) service requests.
148	11/15/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned an EDI Telephone Number Query (TNQ) Pre-order Response (855) that cannot be processed by the Test CLEC due EDI data structure that is in violation of the American Standards Committee (ASC) EDI X12 Standards.

149	11/15/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech is returning EDI Customer Service Inquiry Listing Query (CSILQ) Pre-order Responses (855s) that cannot be processed by the Test CLEC due to EDI structure that is in violation of the American Standards Committee (ASC) EDI X12 Standards
157	11/21/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned a Jeopardy Notification Order Response (865), via EDI, that cannot be processed by the Test CLEC since the EDI segment sequence is in violation of the Accredited Standards Committee (ASC) EDI X12 Standards and Ameritech Local Service Ordering Requirements (LSOR).
158	11/21/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned a Jeopardy Notification Order Response (865), via EDI, that cannot be processed by the Test CLEC due to receiving an EDI data segment in an unexpected location in the EDI Transaction Set. Ameritech's Local Service Ordering Requirements (LSOR) specifies the mapping of the field 'ORD' (Order Number), but in a different location within the 865 Transaction Set.
159	11/21/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned EDI Customer Service Inquiry (CSI) Response's (855) that cannot be processed by the Test CLEC due to an EDI data values missing that results in a violation of the Accredited Standards Committee (ASC) EDI X12 Standards.
160	11/28/2001	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech is returning EDI 865 Firm Order Confirmations (FOCs) that the Test CLEC cannot reconcile to an original order transaction and for which the response is inappropriate.
178	12/20/2001	TVV1	Michigan	Ameritech does not provide sufficient documentation to change a Resale business POTS line to a Resale ISDN Basic Rate Interface (BRI) service.
194	1/21/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech's Local Service Ordering Requirements (LSOR) document provides inconsistent documentation regarding the Yellow Page Heading Code (YPH) field on the Directory Listing (DL) form.
215	2/7/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech sent 836 EDI Line Loss Notification's that cannot be processed by the Test CLEC due to EDI data structure that is not compliant with information provided in the Ameritech Local Service Order Guidelines (LSOR) Version 4.02, and that does not match the data structure presented in the Ameritech EDI Mapping/Sequence Charts or Ameritech provided .SEF file.

216	2/7/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech sent 836 EDI Line Loss Notification's that cannot be processed by the Test CLEC due to EDI data structure that is not compliant with Accredited Standards Committee (ASC) EDI X12 Standards nor do the transactions follow Ameritech published documentation.
252	3/11/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned an EDI Provisioning Order Status Query pre-order response that cannot be processed by the Test CLEC due to an EDI data structure that is in violation of the Accredited Standards Committee (ASC) EDI X12 Standards.
259	3/13/2002	TVV5	Michigan, Illinois, Indiana, Ohio, Wisconsin	While the CFA is a required field for opening a trouble ticket, this is not specified within the CLEC trouble administration documentation nor is this field available Electronic Bonding Trouble Administration (EBTA) GUI-Web application.
270	3/22/2002	TVV1	Michigan, Illinois, Wisconsin	Ameritech does not provide documentation on how to migrate Enhanced Extended Loop (EEL) orders using Access Service Requests (ASR).
272	3/25/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech has returned EDI order responses (865) that cannot be processed by the Test CLEC due to missing information.
291	4/1/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech sent 836 EDI Line Loss Notifications that cannot be processed by the Test CLEC due to the omission of a mandatory EDI data segment. Failure to send a mandatory EDI segment results in a violation of the Accredited Standards Committee (ASC) EDI X12 Standards.
448	5/6/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC has observed inconsistent information between Ameritech's CLEC Online documentation and the Local Service Ordering Requirements (LSOR) document regarding new Unbundled Network Elements (UNE) Switch Port orders.
530	6/13/2002	TVV1	Michigan	The Test CLEC has observed inconsistent information in SBC Ameritech's CLEC Online Handbook documentation regarding the usage of the Caller ID with Name USOCs.
559	7/3/2002	TVV1	Michigan	The Test CLEC is unable to obtain, in a timely manner, clarification regarding conflicting requirements, as presented in SBC Ameritech EDI requirements documentation.1

560	7/11/2002	TVV1	Michigan	SBC Ameritech returned EDI Line Loss Notification (836) that cannot be processed by the Test CLEC due to EDI data structure that is not compliant with information contained in the SBC Ameritech Procurement Notice (836) Guidelines.1
562	7/11/2002	TVV1	Michigan	The Test CLEC is unable to obtain timely resolution to an interface issue caused by discrepancies in SBC Ameritech EDI requirements documentation and information provided by support personnel.
572	7/15/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech documentation incorrectly states that Loop Pre-Qualification pre-orders cannot be submitted with the Local Service Ordering Guidelines (LSOG) version 4.0 release.
596	8/7/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC has observed incomplete documentation on partial migrations for Unbundled Network Elements (UNE) orders with Local Number Portability (LNP).
602	8/14/2002	TVV1	Michigan, Illinois, Indiana, Ohio	SBC Ameritech EDI systems returned unexpected rejects to Integrated Services Digital Network (ISDN) Basic Rate Index (BRI) Combined Platform Offering (CPO) orders that were populated according to published SBC Ameritech documentation.
603	8/14/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC has observed unclear information in SBC Ameritech's Local Service Ordering Requirements (LSOR) documentation and the CLEC Online Handbook regarding Dual Service for Unbundled Network Elements-Platform (UNE-P) orders.
604	8/14/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	An unannounced modification to SBC Ameritech interface parameters resulted in the Test CLEC's inability to successfully submit pre-order inquiries.
634	8/27/2002	TVV1	Michigan, Illinois	SBC Ameritech EDI systems returned unexpected rejects to Unbundled Network Element (UNE) Loop Orders that were populated according to published SBC Ameritech documentation.
635	8/30/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC has experienced failure of the SBC Ameritech EDI Interactive Agent (IA) on numerous occasions. In each instance, the Hewlett-Packard Interactive Agent was unable to establish a connection to the SBC Ameritech Interactive Agent application within the SBC Ameritech Ordering environment.

648	9/11/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC has observed inconsistent and incomplete documentation regarding how to populate New Centrex Resale orders.
651	9/19/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech has returned EDI responses that contain data values that are not compliant with information presented in SBC Ameritech Standard Exchange Format (SEF) files.
653	9/23/2002	TVV1	Michigan	The Test CLEC has observed that SBC Ameritech documentation provides inconsistent information regarding how to populate the Field Identifier Code (FID) field.
654	9/23/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech does not provide documentation on the procedures necessary to successfully populate DS1 Facility Reuse UNE-Loop orders.
680	10/10/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech returned an EDI Customer Service Inquiry Response (855) that cannot be processed by the Test CLEC due to an EDI data value that is in violation of the EDI ASC (Accredited Standards Committee) X12 Standards.
696	11/14/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech has returned EDI order responses (865) that cannot be processed by the Test CLEC due to missing information.
705	11/21/2002	twv1	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech manual systems did not return responses to manual pre-orders for complex service orders when populated according to SBC Ameritech documentation.
707	11/21/2002	twv1	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech returned an EDI response (855) that cannot be processed by the Test CLEC due to EDI data structure that is non-compliant of EDI ASC (Accredited Standards Committee) X12 Standards.
712	12/3/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC has observed inconsistent SBC Ameritech documentation regarding Yellow Page Heading (YPH) Codes.
779	12/31/2002	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC has received EDI Pre-Order responses that cannot be processed due to the receipt of inappropriate data values. The values provided should only be used to describe the structure of the EDI transaction set and should not be sent as part of the business information being returned in the EDI message.

795 1/23/2003 TVV1

Michigan, Illinois,  
Indiana, Ohio,  
Wisconsin

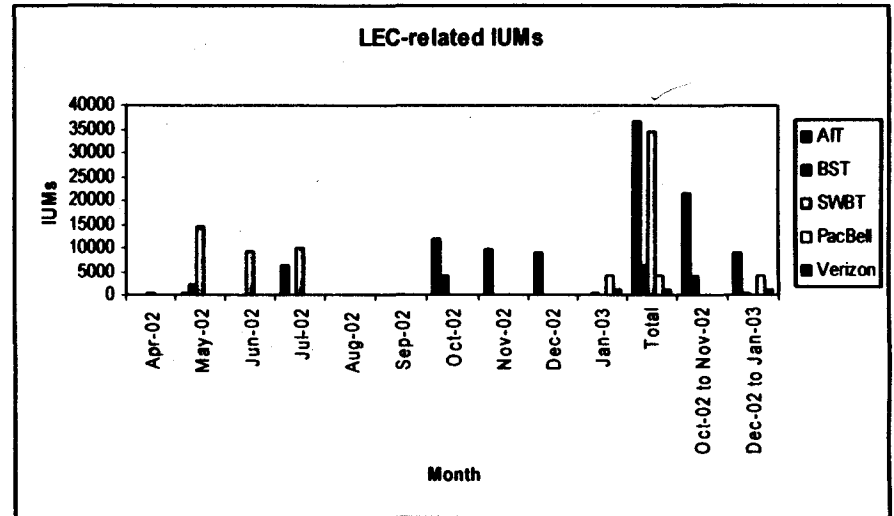
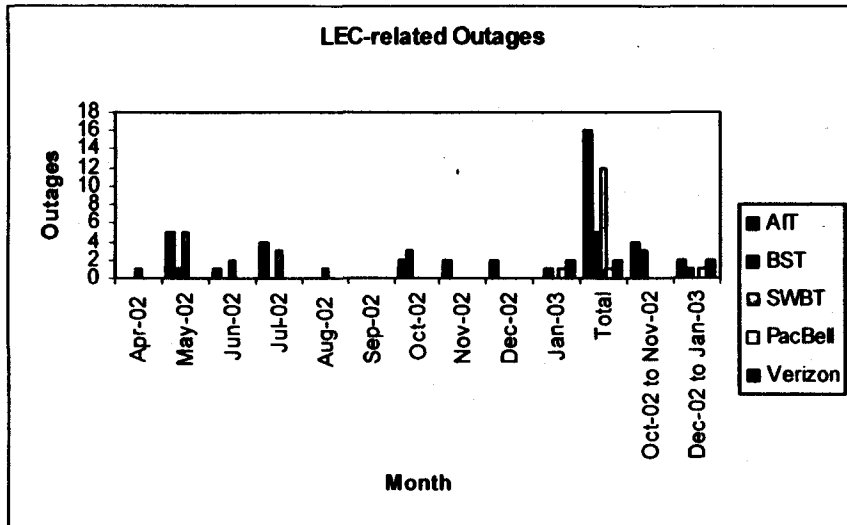
The Test CLEC has experienced incorrect SBC Ameritech Interactive Agent (IA) functionality in SBC Ameritech's pre-order production environment.

## ATTACHMENT 3



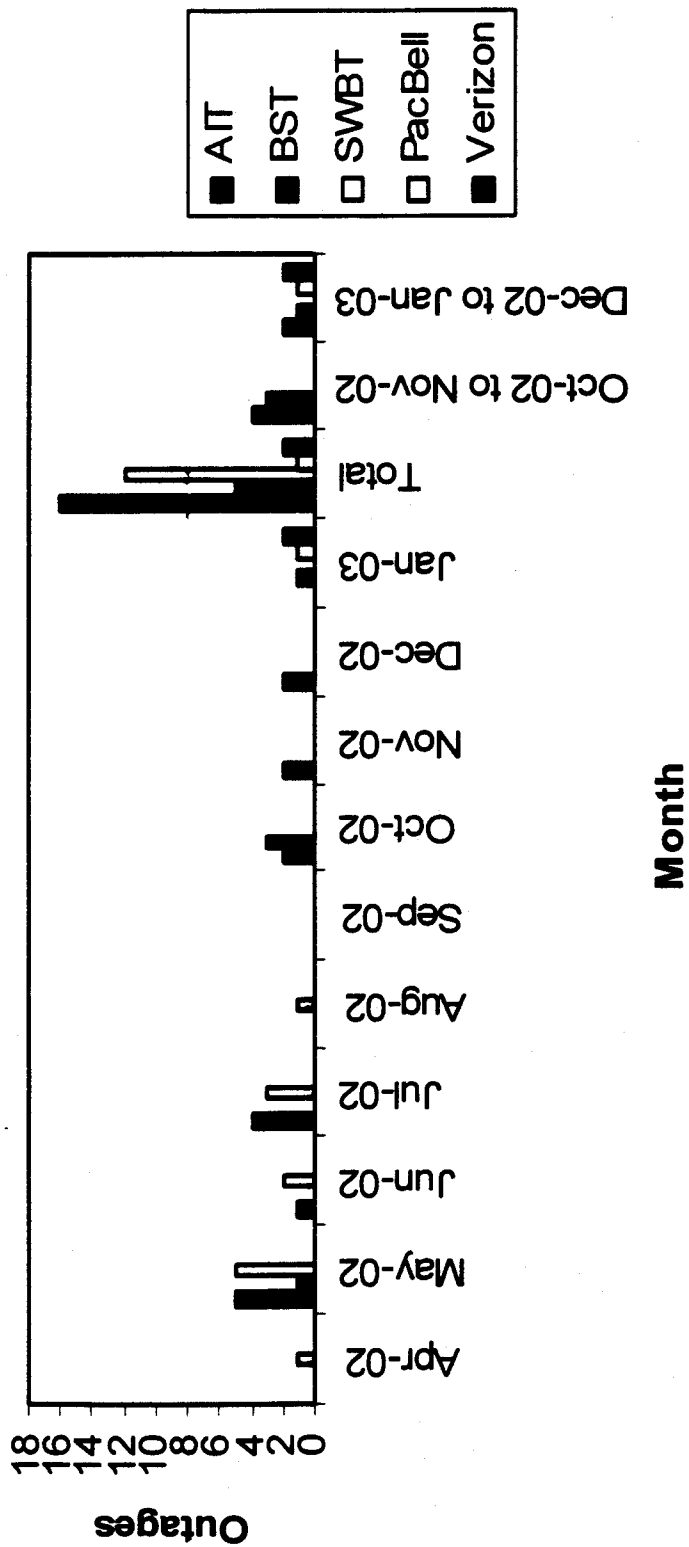


## AIT Outage Analysis vs. other ILEC's outages reported

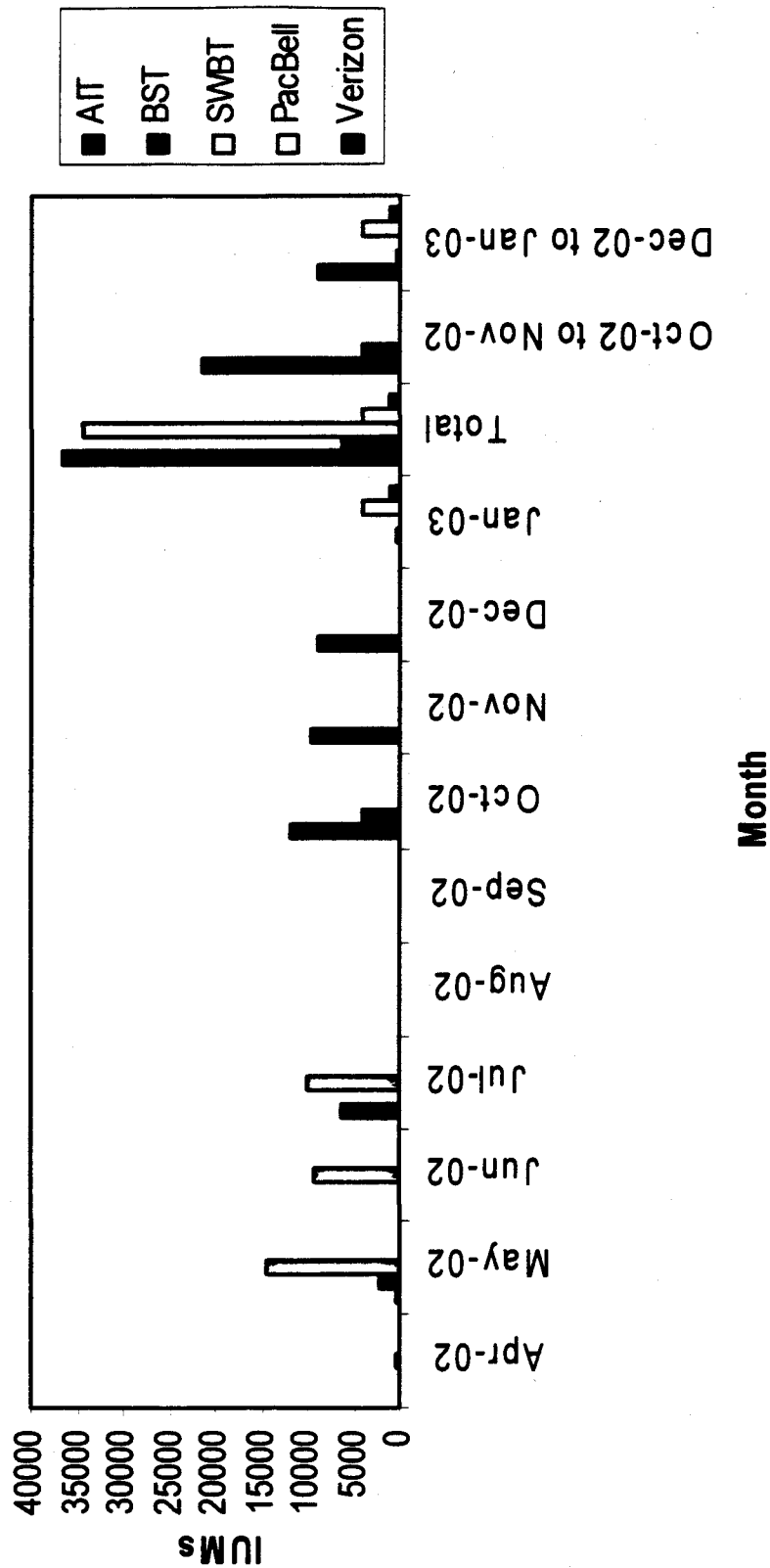


ILEC		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Oct-Nov	Dec-Jan 03	Total
AIT	Outages	0	0	0	0	5	1	4	0	0	2	2	2	0	4	2	16
	IUMs	0	0	0	0	300	34	6,351	0	0	11,845	9,470	8,733	0	21,315	8,733	36,733
BST	Outages	0	0	0	0	1	0	0	0	0	3	0	0	1	3	1	5
	IUMs	0	0	0	0	2,294	0	0	0	0	3,149	0	0	200	3,149	200	5,643
SWBT	Outages	0	0	0	1	5	2	3	1	0	0	0	0	0	0	0	12
	IUMs	0	0	0	406	499	1,578	2,100	6	0	0	0	0	0	0	0	4,589
PB	Outages	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1
	IUMs	0	0	0	0	0	0	0	0	0	0	0	0	4,047	0	4,047	4,047
VZ	Outages	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	2
	IUMs	0	0	0	0	0	0	0	0	0	0	0	0	1,282	0	1,282	1,282

## LEC-related Outages



## LEC-related IUMs





## Backup Outages

Ticket Number	Providing Vendor	Outage Started	Duration	UMs	Problem	Resolution
20020422-619640	SWBT	4/22/2002 13:37	71	406	Users unable to perform SWBT pre-order	LEC rebooted server
20020509-028046	AIT	5/9/2002 7:00	215	17	AIT pre-order server outage	LEC started server
20020510-035646	SWBT	5/10/2002 7:00	74	39	SWBT outage (tckt 8498507)	SWBT re-started their server
20020518-082005	AIT	5/18/2002 8:00	138	3	AIT pre-order not available	Problem resolved on AIT end
20020528-129090	SWBT	5/28/2002 10:45	52	185	SWBT servers were down. LEC Tkt 8635471	LEC brought servers up
20020528-132317	SWBT	5/28/2002 16:12	10	68	SWBT backend server outage	SWBT resolved
20020529-139940	BST	5/29/2002 15:27	393	2294	Bell South is having network problems on their servers. Ticket with Bell South is 83670	BST bounced their app server
20020530-142936	AIT	5/30/2002 8:42	33	2	Michigan users unable to process new orders	no action taken. cleared while testing.
20020530-146091	AIT	5/30/2002 16:05	415	259	TN Reservation problem Ameritech Ticket number 8665206.	AIT knew about the issue
20020530-146091	SWBT	5/31/2002 7:50	20	14	Opened ticket 8668304 with the LEC	SWBT known issue
20020531-151832	AIT	5/31/2002 12:17	43	19	LEC backend servers were having problems	
20020531-151832	SWBT	5/31/2002 12:17	43	193	LEC backend servers were having problems	
20020622-275201	SWBT	6/22/2002 11:15	110	506	NO PREORDER TRANSACTIONS FOR SWB, BST AND AIT	swb outage in 1115-1305
20020624-285521	SWBT	6/24/2002 18:22	218	1072	BST outage	TAG application problem
20020627-305128	AIT	6/27/2002 13:42	47	34	Unable to reserve TNs	AIT re-started servers
20020703-335362	SWBT	7/3/2002 7:00	14	1	Users were unable to perform Pre Order	SWBT re-started their server
20020705-347686	AIT	7/5/2002 14:15	120	2443	Users were unable to perform CSR retrievals in Michigan	AIT re-started servers
20020711-382325	SWBT	7/11/2002 16:28	45	735	affecting SWB pre-order transactions	Communication failure. Error Code: 10083
20020716-404220	AIT	7/16/2002 13:05	55	1847	Pre-order	bounce swbpreorderserver 9047071 was opened with SBC helpdesk

Ticket Number	Providing Vendor	Outage Started	Duration	UMs	Problem	Resolution
20020718-417633	AIT	07/18/2002 12:44	82	1369	Users were unable to perform any Preorder transactions. 9070614 has been opened with AIT	LEC restarted servers
20020719-425790	SWBT	07/19/2002 16:46	89	1364	Users were unable to perform preorder transactions in TX.	LEC fixed servers.
20020730-480332	AIT	07/30/2002 10:37	83	692	Users could not perform reserve TN or validate addresses in Ameritech	AIT ticket number is 9162550
20020810-545080	SWBT	08/10/2002 7:00	87	6	Users unable to perform preorder functions	waited for the lec to bring their servers up. lec server not up. lec available at 0827 edt
20021004-838368	BST	10/04/2002 7:00	85	13	Users unable to access Pre Order for BST	Issue corrected on Bell South side
20021004-839473	AIT	10/04/2002 11:15	65	881	Not able to access TN reserve for AIT.	AIT servers rebooted. Back end resource problem with Ameritech. Ameritech TT 969280.
20021008-861417	AIT	10/08/2002 17:46	314	10964	Users unable to access PreOrder for Ameritech markets in LOS.	Ameritech ticket number 9732137
20021008-861957	BST	10/08/2002 17:46	260	2066	Users in LOS unable to access Bell South market.	Bell South worked problem
20021011-877625	BST	10/11/2002 13:36	148	1070	Unable to access CSR retrieval for BST market	BST bounced servers
20021104-998222	AIT	11/04/2002 13:16	119	8169	Users were unable to place orders	LEC server repaired back-end problems with one of their servers and this is causing the timeouts. This only affecting CSR Pre-Order transaction. Opened ticket 9938710 with AIT.
20021108-024443	AIT	11/08/2002 10:43	85	1301	AIT PreOrder affected. Users unable to perform PreOrder functions in Michigan, Ohio & Illinois.	AIT was contacted and acknowledged a problem on their end. a root cause was not reported but problem was cleared at 1208edt.
20021223-249705	AIT	12/23/2002 20:13	167	6088	Users unable to perform Address Validation and TN Reservation	SBC ticket number 10239078. AIT re-booted servers. Root cause still under investigation
20021226-256040	AIT	12/26/2002 20:34	81	2645	Users unable to reserve TNs	Ameritech verified that they were having a problem with EDI. Ameritech opened ticket 10248345 on their side.
20030102-276593	VZ	01/02/2003 8:41	26	117	Users unable to perform VZ pre-order	Problem was caused by an unexpected re-boot of VZ servers
20030103-286755	VZ	01/03/2003 15:44	51	1185	Users unable to perform VZ pre-order	Root cause not determined. Business had similar problems with VZ. No responses were received from VZ.

## ATTACHMENT 4



## Accessible

Date: **January 29, 2003**

Number: **CLECAMS03-008**

Effective Date: **NA**

Category: **OSS**

Subject: **Post To Bill Notifications in LSOR Versions 5.01 and 5.02**

Related Letters: **NA**

Attachment **No**

:

States **SBC Midwest Region 5-State**  
Impacted:

Issuing SBC ILECS: **Illinois Bell Telephone Company, Indiana Bell Telephone Company Inc., The Ohio Bell Telephone Company, Michigan Bell Telephone Company, Wisconsin Bell, Inc. (collectively referred to for purposes of this Accessible Letter as "SBC Midwest Region 5-State")**

Response Deadline: **NA**

Contact: **Account Manager**

Conference Call/Meeting: **NA**

This Accessible Letter is being sent to notify CLECs who have migrated to LSOR version 5.01 or 5.02 that SBC Midwest Region 5-State has identified that some Post To Bill (PTB) notifications were previously not sent. SBC Midwest Region 5-State discovered on December 5, 2002 that it seemed not all PTB notifications for Request Types A and M were being distributed. SBC Midwest Region 5-State continued to investigate the issue and did determine recently that a correction was required to ensure the process operated properly. The issue that prevented the PTB notifications from going out was related to a billing file not being generated properly. This situation has been corrected as of January 24, 2003 and from this date forward CLECs will receive all applicable PTB notifications. If CLECs are interested in receiving the unsent PTB notifications, please contact your Account Manager or OSS Manager by February 10, 2003, to make arrangements.

## ATTACHMENT 5

From: Willard, Walter W (Walt), CSLSM [mailto:wwillard@att.com]  
Sent: Thursday, January 30, 2003 2:07 PM  
To: HIMM, THOMAS O (PB)  
Cc: BRYAN, JANICE J (SWBT); LETSON, BRIAN G (PB); NLP Helpdesk Managers  
Subject: RE: CLECAM03-008 - Post To Bill Notifications in LSOR Versions

Tom,  
Thanks. AT&T is requesting that SBC make every effort to begin sending these delayed PTBs as soon as Friday.  
Thanks,  
Walt



## ATTACHMENT 6

From: Willard, Walter W (Walt), CSLSM  
[mailto:wwillard@att.com]  
Sent: Wednesday, January 29, 2003 7:13 PM  
To: BRYAN, JANICE J (SWBT)  
Cc: HIMM, THOMAS O (PB)  
Subject: RE: CLECAMS03-008 - Post To Bill Notifications in  
LSOR Versions  
5.01 and 5.02

Janice,

We would like to have the missing post to bill  
acknowledgements re-flowed to  
us in batches not to exceed 1,000 PTB notifications in a  
single file at a  
rate of 1 file every 30 minutes starting any time you're ready.  
Please let me know when the first file has been sent.

Thanks,

Walt

## ATTACHMENT 7

From: HIMM, THOMAS O (PB) [mailto:th4767@sbc.com]  
Sent: Thursday, January 30, 2003 4:08 PM  
To: Willard, Walter W (Walt), CSLSM  
Cc: BRYAN, JANICE J (SWBT); LETSON, BRIAN G (PB); NLP Helpdesk Managers  
Subject: RE: CLECAM03-008 - Post To Bill Notifications in LSOR Versions 5.01 and 5.02

Walt,

Brian and I have had the opportunity to speak with our support regarding the re-flow of the PTB's. We were advised that this is a manually intensive process. Although we won't be ready to re-flow beginning tomorrow (Friday), all indications are that the process would be finalized and the re-flow could be ready to begin Monday. This will be confirmed tomorrow, and I will advise when I have received notification. I notice that Nancy Awad is now longer on the distribution, would you like me to send this to her as well?

Tom

Thomas Himm

Area Manager - OSS Customer Support

925-824-5601 (office)

925-901-1540 (fax)

## ATTACHMENT 8

### Line Loss Notifier Problems – Chronology of Events

Date	Description of Event
February 2002	AT&T enters the local exchange market in Michigan. During the same month, according to SBC's Application, SBC created "System Reports to analyze all mechanical and manual orders, to identify any orders suspected of requiring a loss notification that may require further analysis." SBC also allegedly reviewed "CLEC Profiles, Loss Notification Section, to look for possible discrepancies and verified that [the] losses were being delivered." (Cottrell Aff. ¶ 179)
March 4 – April 4, 2002	SBC sends AT&T 1,257 line loss notifiers with the telephone number omitted. SBC promises to implement a "fix" on March 25, and to determine the root cause of the problem.
March 25, 2002	SBC implements its promised "fix," but the "fix" turns out to be inadequate. The LLNs that SBC re-sends to AT&T are unusable by AT&T because SBC, without advance notice to AT&T, had changed the EDI format for LLNs.
March 26, 2002	AT&T ceases to receive any LLNs. SBC states that this problem occurred because SBC had changed certain "table" references on AT&T's CLEC profile (without a request or authorization by AT&T) such that the LLNs were misdirected to the wrong receiving location.
April 2002	According to SBC's Application, SBC claims that during this month, SBC mechanized its line loss processing resulting from SBC Midwest Retail Winback to remove all service representative intervention. (Cottrell Aff. ¶ 179)
June 2002	According to SBC, during this month SBC made "system corrections" to "fully account for all lines on a multi-line loss notifications and to correctly generate loss notifications for CLEC-to-CLEC migration scenarios." (Cottrell Aff. ¶ 179)
August 15 – September 11, 2002	Another major outage occurred in SBC's Line Loss Notifier systems. For several days, SBC fails to send AT&T approximately 6,900 LLNs. SBC explains to AT&T that the problem occurred because: (1) one of its table-update management tools corrupted certain tables used in the line loss process when updates were made to CLEC profiles; (2) SBC's EDI translator failed to send LLNs that were not corrupted because the translator placed all LLNs, whether "good" or corrupt, in different error queues; and (3) SBC had not monitored the EDI error queues.
September 16-17, 2002	SBC re-flows the 6,900 missing LLNs to AT&T.
September 18 – November 2002	AT&T continues to experience intermittent line loss failures by SBC. AT&T receives erroneous LLNs for customer lines that had not left AT&T service. AT&T also receives a series of erroneous rejection notices and/or completion notices that affected AT&T's ability to track the status of its customers.
October 30, 2002	SBC files a "compliance plan" with the Michigan PSC. SBC asserts that the "process improvements" that it has implemented during

	<p>BearingPoint's third-party test of its OSS have resulted in "a reliable process for delivery of line loss notifications to CLECs," and that SBC's performance in this area is "satisfactory." <i>October 30, 2002 SBC Compliance Plan</i> at 6, 9. SBC asserts that "some improvement is needed" <i>only</i> "in the method of communicating the status of the line loss notification process." SBC therefore promises that when "an interruption of significance has occurred" (a term that SBC does not define), SBC will issue an Accessible Letter and other information to "the affected community of CLECs." <i>Id.</i> at 9-10. SBC asserts that this procedure "assists in making sure that all affected CLECs are promptly notified should any future interruption of line loss notifications occur." (Cottrell Aff. ¶ 184) However, SBC asserts that no third-party monitoring of its line loss performance is necessary. <i>October 30, 2002 SBC Compliance Plan</i> at 6.</p>
November 12, 2002	<p>SBC issues an Accessible Letter indicating that it has experienced another major line loss outage. SBC discloses that "errors have been noted" on LLNs sent to CLECs using LSOG version 5.02. In addition, SBC discloses that conversion dates have been omitted from certain LLNs sent to CLECs (such as AT&amp;T) using LSOG version 4.02. More than 1,000 of the LLNs sent to AT&amp;T between November 11 and November 14 lack conversion dates.</p>
December 9-16, 2002	<p>AT&amp;T (which had migrated to LSOG version 5.02 on December 9) is unable to read more than 2,900 LLNs because they were sent by SBC in LSOG 4.02 format. SBC admits that the problem occurred because SBC had failed to update all of its tables with AT&amp;T's LSOG 5.02 trading partner ID. This marked the second time that AT&amp;T had been unable to receive and process LLNs because SBC had mistakenly changed table information.</p> <p>AT&amp;T is required to develop a new, manual process to "force" data that was included in LLNs previously sent in an invalid format, because its systems registered the previous LLNs as having been received (and therefore will not update AT&amp;T's system records).</p>
January 2003	<p>AT&amp;T continues to receive spreadsheets by e-mail from SBC notifying AT&amp;T of erroneous rejection notices and/or completion notices that affect AT&amp;T's ability to track the status of its customers.</p> <p>AT&amp;T receives a manual line loss notifier by fax, even though SBC should have sent the LLN electronically via EDI.</p>

## ATTACHMENT 9





## Accessible

SBC Ameritech  
Bell

SBC Nevada Bell

SBC Pacific Bell

SBC SNET

SBC Southwestern

Date: **September 19, 2002**

Number: **CLECALLS02-111**

Effective Date: **July 30, 2002**

Category: **OSS**

Subject: **Revised OSS Versioning Options as a Result of 13-State Discussion on Versioning**

Related Letters: **NA**

Attachment **No**  
:

States **All States**  
Impacted:

Response Deadline: **NA**

Contact: Change Management email box at  
[sbccmp@camail.sbc.com](mailto:sbccmp@camail.sbc.com)

Conference Call/Meeting: **Conference Call**

Date/Time: **Thursday, September 26<sup>th</sup>  
1:00 CDT**

Bridge: **800-215-4958 Passcode: 234789#**

RSVP to: **NA**

By: **NA**

Attached to this Accessible Letter are the revised versioning options as discussed at the 2-day meeting in Dallas on September 12<sup>th</sup> and 13<sup>th</sup>. Please note that SBC has added a third option for your review.

A follow-up conference call will be held on September 26<sup>th</sup>. See details above.



Alternative Versioning  
Strateg...

## **SBC Versioning Proposals – OSS**

At the August 8, 2002 Change Management Meeting, CLECs presented SBC with several key items surrounding the current SBC versioning strategy. As discussed at the meeting, both parties were to have reviewed the discussion points prior to the September CMP meeting. SBC captured discussion items surrounding the following:

- CLECs ability to be on more than one version simultaneously
- SBC to convert all CLEC data when moving to a new version
- CLECs desire not to have to flash cut to a new version
- Version by OCN/Company code or by Trading Partner ID
- Version by Request Type and OCN
- Version by Trading Partner ID, Request Type and OCN

Note: As discussed, not all of the issues are compatible and are actually in conflict with one another.

In response to these discussion points, SBC held several internal meetings with key Subject Matter Experts. The result of those meetings was a proposal presented to the CLECs on September 12<sup>th</sup> and 13<sup>th</sup>. A recommendation was made for SBC to explore 2 variations of the original proposal, which are outlined in Options 1 and 2 below. After further review, SBC determined that Options 1 and 2 do not address all of the issues raised. As a result, another alternative was developed and outlined in Option 3 below.

It should be noted that the following points apply to all three options:

- Applies to EDI Ordering, EDI Pre-Order, and CORBA Pre-Order only.
- The Pre-Ordering GUI (Verigate) will not be versioned, and will always reflect the highest version of the Local Service Pre-Ordering Requirements (LSPOR).
- The Ordering GUI (LEX) will not be versioned, and will always reflect the highest version of the Local Service Ordering Requirements (LSOR).
- As stated above, the SBC GUI's will not be versioned. For the LEX GUI, SBC will continue to perform conversions over release weekends as is standard practice today.
- Manual Forms utilized by CLECs will follow the same guidelines as the GUIs. As such, they will not be versioned.
- After LSOR releases, all new LEX or Manual Forms requests will originate in the highest LSOR version.

SBC's proposal is also contingent upon SBC being allowed additional flexibility for flow-through enhancements to prior/existing versions of software. SBC may at their discretion implement additional flow-through in prior versions to realize operational efficiencies in processing CLEC requests.

The CLEC testing window will remain unchanged. CLECs will be allowed access to the test environment for EDI ordering, EDI/CORBA Pre-Ordering and LEX GUI testing 37 days prior to an OSS LSOR/LSPOR release.

EDI and CORBA Pre-order already allow CLECs to be on multiple versions simultaneously. Supported versions for Pre-order will match supported versions for Order.

If agreement is reached on Option 3, SBC proposes that the Versioning Enhancement be implemented with LSOG 6, which is currently scheduled for June 2003.

### Option 1

- CLECs will be able to be on multiple versions simultaneously.
- Versioning for EDI Ordering will be controlled at the PON level instead of the CC level. This will require all activity related to a PON to remain in the same version. All notifications will be returned in the same version as the originating PON, and supplemental orders must be in the same version as the original.
- SBC will continue to maintain 3 versions of software; however, the 3 versions will always be the most recent LSOR/LSPOR releases, and will not necessarily include more than one major LSOG version.
  - With this scenario, 05.03 would retire in December 2003, rather than 06.00.  
Example:
    - 05.03 – March, 2003 (Retires on December 2003 release date).
    - 06.00 – June, 2003
    - 06.01 – September 2003
    - 06.02 – December 2003
- SBC will allow CLECs 30 days post-implementation of a release to clear pipeline requests on a retiring version.
  - Example: In December 2003, version 05.03 will retire. Under this proposal, SBC would no longer accept new PONs in 05.03 effective with the 06.02 release date. For a period of 30 days, CLECs would be allowed to clear the pipeline of their existing pipeline requests. Any requests that remain in the pipeline at the end of the 30 days will be cancelled.
    - 05.03 – Retires 12/03, but accepts supplemental activity for an additional 30 days.
    - 06.00 – June, 2003
    - 06.01 – September 2003
    - 06.02 – December 2003
- CLECs will be required to pick either a single EDI version, the LEX GUI or FAX as a single option to receive Loss Notifications. CLECs using EDI will be required to update this option as versions retire.
- For EDI Ordering, SBC will require a change to the GSID (GS03 data element) when CLECs change versions. The version indicated by the GSID must match the version indicated in the RVER entry on the LSR. All orders within a GS envelope must be in the same version.
- Changes to the TPID (ISA06 data element) will not be necessary between versions. As documented in the SBC Interconnection Procedures document, SBC will continue to support 3 TPID/IP/PORT combinations.

## Option 2

- CLECs will be able to be on multiple versions simultaneously.
- Versioning for EDI Ordering will be controlled at the PON level instead of the CC level. This will require all activity related to a PON to remain in the same version. All notifications will be returned in the same version as the originating PON, and supplemental orders must be in the same version as the original.
- SBC will continue to support 3 versions of software consisting of 2 LSOG versions with a single dot instance.
  - With this scenario, 06.00 would retire in December 2003, rather than 05.03.  
Example:
    - 05.03 – March 2003
    - 06.00 – June 2003 (Retires on December 2003 release date).
    - 06.01 – September 2003
    - 06.02 – December 2003
- SBC would no longer accept New LSRs in the retiring version 60 days prior to the OSS release that would retire the version.
  - Example: With the December 2003 implementation, version 06.00 will retire. Under this proposal, SBC would no longer accept new PONs in 06.00 sixty days prior to the December 2003 release date (Approximately 4/2003). Between April and June, CLECs would have to clear the pipeline of their existing requests. Any pipeline requests remaining in the retiring version on the release date will be cancelled.
    - 05.03 – March 2003
    - 06.00 – June 2003 - Retires 12/03, but will no longer accept New LSRs in 4/2003.
    - 06.01 – September 2003
    - 06.02 – December 2003
- CLECs will be required to pick either a single EDI version, the LEX GUI or FAX as a single option to receive Loss Notifications. CLECs using EDI will be required to update this option as versions retire.
- For EDI Ordering, SBC will require a change to the GSID (GS03 data element) when CLECs change versions. The version indicated by the GSID must match the version indicated in the RVER entry on the LSR. All orders within a GS envelope must be in the same version.
- Changes to the TPID (ISA06 data element) will not be necessary between versions. As documented in the SBC Interconnection Procedures document, SBC will continue to support 3 TPID/IP/PORT combinations.

## Option 3 - "New Proposal"

- CLECs will be able to be on multiple versions simultaneously.
- Versioning for EDI Ordering will be controlled at the PON level instead of the CC level. This will require all activity related to a PON to remain in the same version. All notifications will be returned in the same version as the originating

- PON, and supplemental orders must be in the same version as the original.  
(Unless the originating order is from a retired version.)
- SBC will continue to maintain 3 versions of software, however, the 3 versions will always be the most recent LSOR/LSPOR versions and will not necessarily include more than one major LSOG version.
    - With this scenario, 05.03 would retire in December 2003, rather than 06.00.  
Example:
      - 05.03 – March 2003 (Retires on December 2003 release date).
      - 06.00 – June 2003
      - 06.01 – September 2003
      - 06.02 – December 2003
  - All active pipeline data in the retiring version will be converted to the version specified by the CLEC. CLECs will be required to notify SBC of their specified version at least **45** days prior to release weekend. In the event that SBC is not notified, all active pipeline orders will be converted to the lowest (or oldest) valid LSOR version. Supplements for converted requests should be submitted in this new version.
    - Example: In December 2003, version 05.03 will retire. Under this proposal, SBC would no longer accept new PONs in 05.03 effective with the 06.02 release date. Over release weekend, SBC would do a database conversion of CLEC requests in 05.03 that were in the active pipeline.
      - 05.03 – Retires 12/03 – SBC converts any active pipeline request.
      - 06.00 – June, 2003
      - 06.01 – September 2003
      - 06.02 – December 2003
  - CLECs will be required to pick either a single EDI version, the LEX GUI or FAX as a single option to receive Loss Notifications. CLECs using EDI will be required to update this option as versions retire.
  - For EDI Ordering, SBC will require a change to the GSID (GS03 data element) when CLECs change versions. The version indicated by the GSID must match the version indicated in the RVER entry on the LSR. All orders within a GS envelope must be in the same version.
  - Changes to the TPID (ISA06 data element) will not be necessary between versions. As documented in the SBC Interconnection Procedures document, SBC will continue to support 3 TPID/IP/PORT combinations.

## TENTATIVE RELEASE SCHEDULE

### Retirements noted for Options 1 & 3:

#### June 2003:

06.00  
05.03  
05.02  
*03.06 (7-state SWB, PB, NB) - Retiring Version*  
*04.02 (5-state AIT) - Retiring Version that "lives and dies" retires without conversion*  
*CMIS 2.3 (SNET) - Retiring Version that "lives and dies" retires without conversion*

#### September 2003:

06.01  
06.00  
05.03  
*05.02 - Retiring Version*

#### December 2003:

06.02  
06.01  
06.00  
*05.03 - Retiring Version*

#### March 2004:

06.03  
06.02  
06.01  
*06.00 - Retiring Version*

#### June 2004:

07.00  
06.03  
06.02  
*06.01 - Retiring Version*

## ATTACHMENT 10



## Accessible

Date: **January 23, 2003**

Number: **CLECAMS03-004**

Effective Date: **March 15, 2003**

Category: **OSS**

Subject: **Modification to the Local Service Ordering Requirements (LSOR) Version 04.02 as a Result of the Implementation of Fix for DR59909**

Related Letters: **NA**

Issuing SBC ILECs: **Illinois Bell Telephone Company, Indiana Bell Telephone Company, Inc., Michigan Bell Telephone Company, The Ohio Bell Telephone Company and Wisconsin Bell, Inc. (collectively referred to for purposes of this Accessible Letter as "SBC Midwest Region 5-State")**

States Impacted: **Illinois, Indiana, Ohio, Michigan, Wisconsin**

Attachment: **Yes**

Conference Call/Meeting: **Conference Call**

Date/Time: **TBD**

Bridge: **1-800-215-4958**  
**pass code 444888#**

This Accessible Letter provides notification that DR59909 will be corrected with the March 15, 2003 release. In order to correct this defect, a new Header Reject Message will become available, and the wording of the Condition on the LOOP Form's Shared Number - Line Sharing/HFPL field will be updated.

Documentation changes resulting from this defect correction will require modifications to the Local Service Ordering Requirements (LSOR), Version 04.02. These LSOR modifications are documented in the attachment to this letter, and will also be included in the January end-of-month Accessible Letter, which will carry Sequence Number **04**.

Since there will be a conference call in conjunction with the end-of-month Accessible Letter in SBC Midwest Region 5-State, the walk-through of these changes will be conducted on that call. Logistics for the call will be provided in the end-of-month Accessible Letter.

All CLECs should review this letter's attachment to determine individual CLEC impacts. CLEC testing will be available February 6 through March 8, 2003.

Comments on this Accessible Letter may be sent to the Change Management mailbox at [sbccmp@camail.sbc.com](mailto:sbccmp@camail.sbc.com) through January 29, 2003.

Attachment



"AIT Attach7.doc"



# **Table of Contents**



Revision to LSOR Version 04.02, published 11/09/02

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# LSOR CHANGES

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## **Section 5. AIT RESPONSES**

### **SBC Ameritech Error Codes and Messages (Section 5.7)**

***Add new Header Reject Message:***

***Add:***

H348 - Shared # required when ECCKT 2<sup>nd</sup> and 3<sup>rd</sup> positions are UA

# LSOR CHANGES

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## Section 8. LOOP SERVICE (LS)

### SHARED # – Line sharing/HFPL (Field #47)

#### ***Revise Condition:***

#### ***Remove:***

**CONDITION:** Required when NC is UA-S or UA-- (HFPL/HFPSL), otherwise prohibited.

#### ***Add:***

**CONDITION:** Required when NC is UA-- or UA-S (HFPL/HFPSL), or when the 2<sup>nd</sup> and 3<sup>rd</sup> positions of the ECCKT are UA (.AAAA.NNNNNN..AA), otherwise prohibited.

## ATTACHMENT 11



## Accessible

SBC Ameritech  
Bell

SBC Nevada Bell

SBC Pacific Bell

SBC SNET

SBC Southwestern

Date: **December 5, 2002**

Number: **CLECALL02-156**

Effective Date: **January 5, 2003**

Category: **UNE & Resale**

Subject: **(ORDERING AND PROVISIONING) Revised 30-Day Customer Not Ready (CNR) Process**

Related Letters: **AL's CLEC01-036,  
CLECAM00-048,  
CLECC01-060**

Attachment **Yes**  
:

States **All States**  
Impacted:

Response Deadline: **NA**

Contact: **SBCCUF**

Conference Call/Meeting: **NA**

The 30-Day Customer Not Ready (CNR) Policy and Process outlined in the attached document will be effective January 5, 2003 for all LSR requests and related service order/s, in all of SBC's 13 states (including SNET). This process replaces the processes previously outlined in AL's **CLEC01-036**, **CLECAM00-048**, and **CLECC01-060**.

The 30-day cancellation process applies to all service orders that SBC returns to the CLEC for a SUPP as a result of Customer Not Ready jeopardy conditions. The 30-day cancellation process applies to both Resale and UNE orders, with the exception of Interconnection orders.

This revised process will standardize the process across all of SBC's 13-states.



"Revised 30-Day  
CNR Process.doc"

## **Revised 30-Day CNR Policy/Process – 13 States**

The 30-Day Customer Not Ready (CNR) Policy and Process outlined below will be effective January 5, 2003 for all LSR requests and related service order/s in all of SBC's 13-states (including SNET). This process replaces the processes previously outlined in AL's CLEC01-036, CLECAM00-048, and CLECC01-060.

The 30-day cancellation process applies to all service orders that SBC returns to the CLEC for a SUPP as a result of jeopardy conditions. The 30-day cancellation process applies to both Resale and UNE orders, with the exception of Interconnection orders, which currently have a separate Customer Not Ready process in place.

For CLECs ordering via LSOR 5, below is a list of jeopardy codes included in this process. The are considered CLEC responsible jeopardy codes.

- 1C – Customer (LSP) Not Ready
- 1E – End User Premise Not Ready
- 1G – No Access to End User Premise
- 1R – Customer Could Not be Reached at the Reach Number
- 1S – Building Not Ready, Customer will Advise
- 1T – Pole at Trailer Site is Not Set
- All the 4 type Jeopardy codes

For CLECs ordering via LSOR 3 (in PB and SWB regions), below is a list of jeopardy codes that are NOT included in this process. All other LSOR 3-jeopardy codes will be included in this process.

- 1A Inter Office Facility Shortage
- 1B Scheduling/Workload
- 1C No Loop Available
- 1H Central Office Freeze
- 1L Frame Due Time Can Not Be Met
- 1N DD and Frame Due Time Cannot Be Met
- 1P Facility Shortage
- 1P No Trunks Available
- 1Q Assignment Problem

For CLECs ordering via LSOR 4 in AIT region, Ameritech identifies the installation order status as CNR in all cases where the CLEC or its patron/end-user is either unavailable or refuses the circuit(s)/loop(s) on or after the due date, and the circuits/loops have passed Ameritech's pre-service testing. All orders in this status will be included in the 30-Day CNR process.

In the event a Jeopardy is returned to a CLEC that is considered a CLEC responsible jeopardy, the CLEC must promptly submit a supplement (SUPP) of the original order to the Local Service Center (LSC) requesting cancellation of the order or a new desired due

date and any correcting information necessary. The new DD on the Supp must not be more than 30 calendar days beyond the CNR jeopardy date of the original order.

After 30 calendar days if a SUPP has NOT been sent by the CLEC, the SBC LSC will cancel all related service orders to the LSR.

To ensure accurate record keeping, the CLEC remains responsible for canceling the original PON even though the CLEC's pending CNR orders were canceled. The CLEC must submit a SUPP to cancel the PON. In the event the CLEC sends any other SUPP (request new Due Date, etc.) on the PON after the related service orders have been cancelled due to the 30-Day CNR process, SBC will reject the PON. SBC will use the following reject notifications:

- MR0175 – “PON Invalid / Incomplete Information” for LSOG 5 requests
- MR0118 – “A previous version of this LSR was completed or canceled” for LSOG 3 requests
- H306 – “Original order cancelled, rejected, or complete” for LSOG 4.

If the CLEC still wants the service, the CLEC is required to send a new PON requesting the service.

In addition, previously outlined in Accessible Letter CLECAM00-048 for the AIT region was the following policy. This policy remains in place for all ordering versions.

- If the CLEC or its patron/end-user is unavailable or refuses to accept the circuit(s)/loop(s) on the due date of the SUPP submitted in response to the CNR jeopardy notification, Ameritech LSC will cancel the service order.

In addition, previously outlined in Accessible Letter CLEC01-036 for the SWB region was the following policy. This policy remains in place for all ordering versions.

- If the patron is unavailable or refuses the service(s) on the due date, SWBT will notify the CLEC of the jeopardy condition. The CLEC will provide SWBT a valid SUPP with a new DDD. If the Patron is unavailable or refuses the service(s) on the subsequent assigned due date, SWBT will cancel the service order(s) immediately.

## ATTACHMENT 12



From: Willard, Walter W (Walt), CSLSM  
Sent: Thursday, January 23, 2003 6:23 PM  
To: 'KING, KATHY (SBC)'; 'SBC CMP'  
Cc: 'HIMM, THOMAS O (PB)'; 'Temple, Melonie (PB)'; 'Janice Bryan (SBC)'; 'LETSON, BRIAN G (PB)'; Webber, Rebecca L, NCAM; 'Sirles, Glen (SBC)'  
Subject: FW: 30 Day Cancellation Question

Kathy,

AT&T protests yet another violation of the 13-state CMP process. According to the information we received, SBC has decided to discontinue the use of PIA #8 even though the PIA is contained in the LSOR 5.02 and the discontinuance of the PIA has not been explicitly noticed in advance to the CLEC community. AT&T asserts that the omission of PIA #8 in the CNR process description Accessible Letter does NOT meet the letter or the intent of the CMP document.

Additionally, the discussion to discontinue PIA #8 was held in the CLEC User Forum and not in CLEC Change Management, even though SBC's decision not to use PIA #8 is a change in the published interface requirements.

AT&T requests that PIA #8 continue to be immediately restored and that SBC follow the published 13-state process for making interface changes.

Thanks,

Walt Willard  
AT&T

## ATTACHMENT 13

From: KING, KATHY (PB) [mailto:kk1647@sbc.com]  
Sent: Wednesday, January 29, 2003 3:29 PM  
To: Willard, Walter W (Walt), CSLSM  
Subject: RE: 30 Day Cancellation Question

Walt,  
Per our conversation a few minutes ago, I am following up with a response to your email below regarding the CNR/PIA 8 issue.

SBC disagrees with your assertion that this was a Change Management issue. We view this as a business process change, which appropriately belongs in the CLEC User Forum. This issue was discussed in the December All Regions CLEC User Forum, including the fact that as we modified our CNR process, that the PIA 8 would no longer be sent. We have not modified our interface regarding the PIA 8. But we will be discussing it in the walk-through for the September release requirements, as we will be removing it from the interface with that release.

If you would like to discuss further, please give me a call.

KK

Kathy King  
Director, CLEC Forums  
SBC Industry Markets  
Office: 925.901.7039  
Fax: 925.244.1729

## ATTACHMENT 14

From: BRYAN, JANICE J (SWBT) [mailto:jb7983@sbc.com]  
Sent: Tuesday, January 28, 2003 12:22 PM  
To: Protheroe, Pamela K (Pam), CSLSM  
Cc: HANSEN, DONALD R (SBCSI); HUNTER, CHARLOTTE E (SWBT); HIMM, THOMAS O (PB); CURREN, THOMAS R (SBCSI)  
Subject: FW: AIT Pre-Order

Pam

Per our conversation, ATT will need to resubmit the test plan with a their request for the number of times a transaction is tested to be no more than 3. Walt has requested at the Global CMP that CLEC be able to request multiple transactions along with submitting transaction without a test plan for pre-order, but there has been no decision made.

Please revise the test plan.

Thanks  
Janice Bryan  
Account Manager - Industry Markets  
214 464-1053- Voice

## ATTACHMENT 15

From: BRYAN, JANICE J (SWBT) [mailto:jb7983@sbc.com]  
Sent: Thursday, January 23, 2003 2:54 PM  
To: Conlon, Carol L, CSLSM  
Cc: Willard, Walter W (Walt), CSLSM; Dimitriadis, Leo, CSCIO  
Subject: RE: STATUS??RE: STATUS: RE: AIT Disconnect of BTN from multi-line account

Ok.. we were looking at the wrong thing...here it is.  
Currently today this situation is not documented and it is a drop to manual.

So on REQ TYP M Act C with an LNA of D when the main TN is disconnect (BTN) this drops to the LSC to work. AT this time the LSC will take the next WTN to become the BTN. In this case you would need to send a DL change. You would out the old BTN DL and do an inward on the next working telephone number and tell us how you want that listing to look. You must send a DL or the LSC will not know what to do with the new BTN.

M&P is currently working on a process for this. Currently today the only process out there is on a partial migration scenario.

Thanks

Janice Bryan  
Account Manager - Industry Markets  
214 464-1053- Voice